

DPW  
Ms. Anderson (287-4058)  
7 February 2005

IMSW-HOD-PWH

SUBJECT: On-Post Family Housing Exception to Policy Fact Sheet

PURPOSE: To provide information on obtaining on-post family housing exceptions to policy.

FACTS:

1. Exceptions to policy for on-post housing may be submitted when unusual circumstances exist and soldier should be assigned to on-post housing on a priority basis and not be required to endure the normal wait times experienced by others (i.e., severe financial problems incurred through no fault of the soldier).

2. Requests for exception to policy may be submitted for the following reasons:

**a. FINANCIAL HARDSHIPS (NO FAULT OF SOLDIER):**

Requests for exception for financial hardships inflicted by the Army (i.e., failure to pay Soldier, PCSing several times in 1 year, etc.) must state circumstances/justification and be supported by documents such as LES, orders, verification from commander and the finance office and financial statement.

**b. FINANCIAL HARDSHIPS (OTHER):**

Requests for exception for financial reasons due to inability by soldiers to manage their financial affairs (i.e., failure to pay rent, etc.) are normally not approved, however the requests must also state circumstances/justification and be supported by documents such as LES, orders, verification from commander and the finance office and financial statement.

**c. COMPASSIONATE REASONS:**

Requests for exception for compassionate reasons must be supported by statements and documents from ACS, Red Cross, Chaplain's Office or other agencies with direct knowledge of the case. In cases where service members lose their off-post living accommodations due to fire, the landlord should make every effort to relocate the tenant to a similar vacant unit. A release letter from the landlord, along with a copy of the fire report, must accompany any request for exception to policy. If financial hardship is also a factor of the request, a financial statement is also needed.

**d. NO FAULT EVICTION FROM OFF-POST HOUSING:**

Requests for exception due to no fault eviction from off-post housing must be supported by the official eviction notice. Soldier must be on the waiting list for quarters and within 60 days of being assigned to quarters to obtain approval. Requests dealing with problems relating to off-post rental units or landlords must first be brought to the attention of the Housing Office to allow research of the complaint.

**e. MEDICAL REASONS:**

Requests for exception for medical reasons must state specific circumstances and be supported by medical records on file at Darnall Army Community Hospital or documentation from the Exceptional Family Member Program records. All requests for medical reasons are forwarded (by the Housing Office) to the Chief, Clinical Services for evaluation. Medical reasons including: asthma, allergies, and pregnancy are not considered adequate justification for exception to policy and are normally disapproved. If financial hardship is also a factor of the request, a financial statement is also needed.

3. The soldier's Chain of Command should make every effort to assist in resolving the soldier's financial problems before the request for exception to policy is submitted to the Housing Office. Commander's recommendation does not imply approval or disapproval of the request. **Housing Office will return any incomplete requests to requestor without further action.**

4. Requests for exception to policy (to include requests for retention of on-post housing) may be approved by a Chief, Housing Services Branch. Decisions to disapprove requests will be made at the discretion of the Garrison Commander.

**5. For requests to be favorably considered, soldiers must be able to pay rent in the full amount of their basic allowance for housing by means of an allotment to Fort Hood Family Housing (FHFH).**

6. Adjustment or reinstatement to the waiting list will only be approved if soldier was negatively impacted due to administrative errors by the Housing Office. (Frequently soldiers elect not to be placed on the waiting list for on-post housing until problems arise.)

7. For additional information pertaining to exceptions to policy for priority housing, call a Housing Office Manager at 287-4048.

8. Visit our website at [www.dpw.hood.army.mil](http://www.dpw.hood.army.mil) for more information on housing services and policies.

(Original Signed)

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DATE: 7 February 2005